



MDA - TRAVEL COUNSELOR I

Characteristics of Work

This is entry level work in promoting the tourism industry in the State of Mississippi through direct contact with visiting tourists. The work involves providing detailed information on state tourist attractions and upcoming events and answering questions posed by visitors. The work is performed in a learning capacity and includes demonstrating a ready knowledge of tourism information, exercising tact in dealing with the public, using a good speaking voice and exhibiting neatness in appearance. Holiday and alternating weekend work is required. Occasional travel and the interaction with industry representatives may be required. Employees work under the direct supervision of an administrative superior in accordance with established practices and procedures as set forth in the Welcome Center Manual.

Examples of Work

The following are examples of work performed for positions in this job class, and are not intended to reflect the essential functions of any one position. The essential functions of each individual position are determined and maintained by each individual agency.

Receives and greets visitors, suggests points of interest, and provides information on travel routes and lodging facilities.

Assists visitors in acquiring accommodations in lodging facilities located in the state.

Answers visitor inquiries concerning tourist attractions, upcoming events, and the government and history of Mississippi.

Participates and assists in events and activities as required or assigned by the administrative superior.

Serves refreshments to visitors.

Maintains a supply of tourism brochures and publications, ensuring that brochure racks are fully stocked at all times.

Maintains records on the volume of tourist travel at the Welcome Center.

Performs light maintenance duties.

Related or similar duties are performed as required or assigned by administrative superior.

Minimum Requirements

An Associate's Degree from an accredited two-year college;

OR

Graduation from a standard four-year high school or equivalent (GED), and two (2) years of related experience.

Substitution Statement

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.